GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA

UNSTARRED QUESTION NO:1748
ANSWERED ON:23.08.2007
FACILITIES FOR AIR PASSENGERS
Renge Patil Shri Tukaram Ganpatrao;Thummar Shri Virjibhai

Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether there is no basic facilities available to the passengers in case of cancellation of flights at certain airports;

(b) if so, the details and the reasons therefor;

(c) the steps taken/proposed to be taken by the Government for providing basic aminities at the airports in case of cancellation of flights; and

(d) the success acheived by the Government as a result thereof?

Answer

MINISTER OF STATE (INDEPENDENT CHARGE) OF THE MINISTRY OF CIVIL AVIATION (SHRI PRAFUL PATEL)

(a),(b),(c)&(d):- Basic facilities are provided at all airports from which schedued flght are operated. Besides, in case of cancellations and delays, full service airlines provide adequate facilities to the passengers which include provision of food, hotel accomadation, conveyance, cash compensation, etc. Scheduled domestic airlines also have procedures to inform the passengers in advance and rescheduling them to next available flight.

All the airlines also refund the tickets as per their company policy.